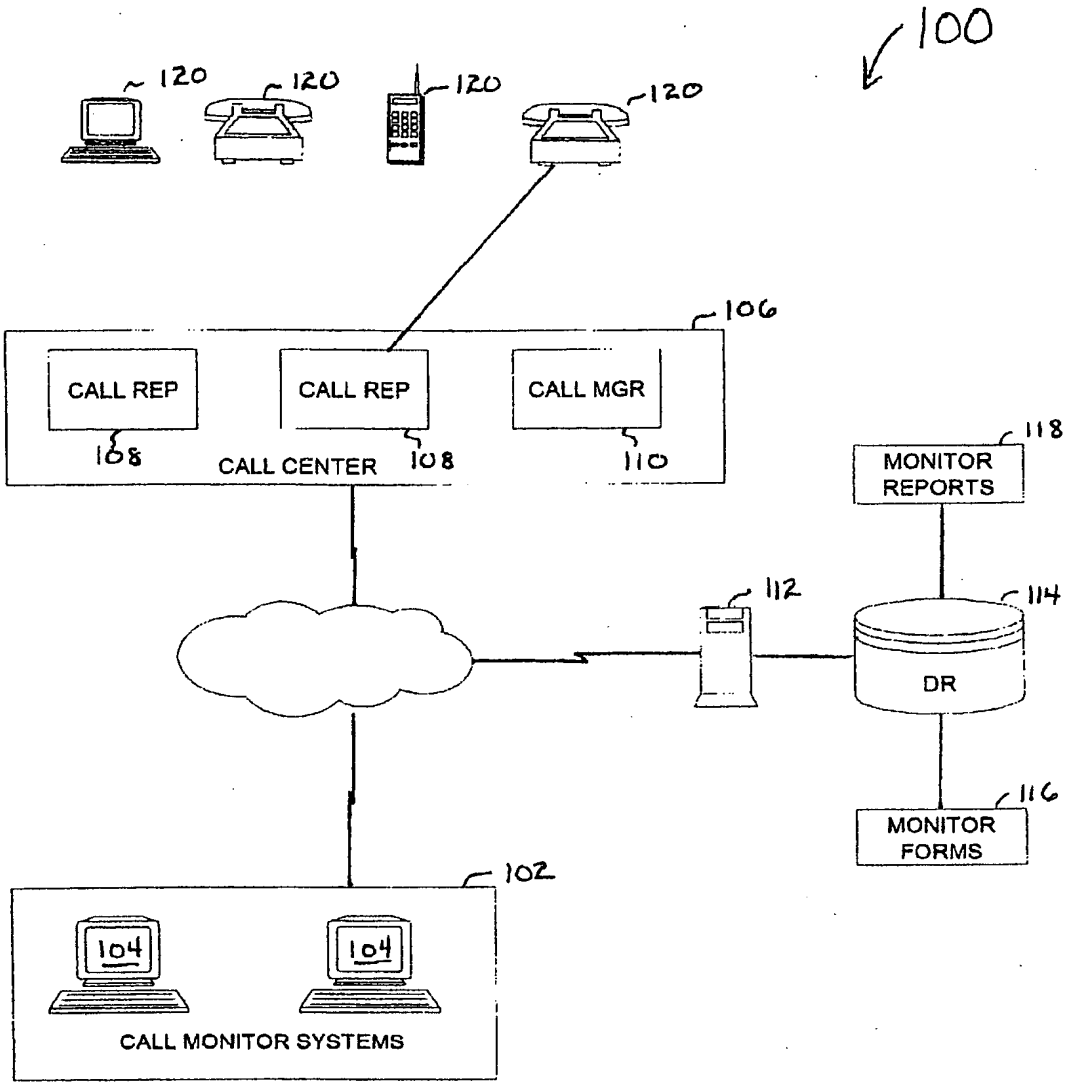
100
120
120
120
120
106
CALL REP
CALL REP
CALL MGR
108
CALL CENTER
108
110
118
MONITOR REPORTS
112
114
DR
116
MONITOR FORMS
102
104
104
CALL MONITOR SYSTEMS

FIG. 1

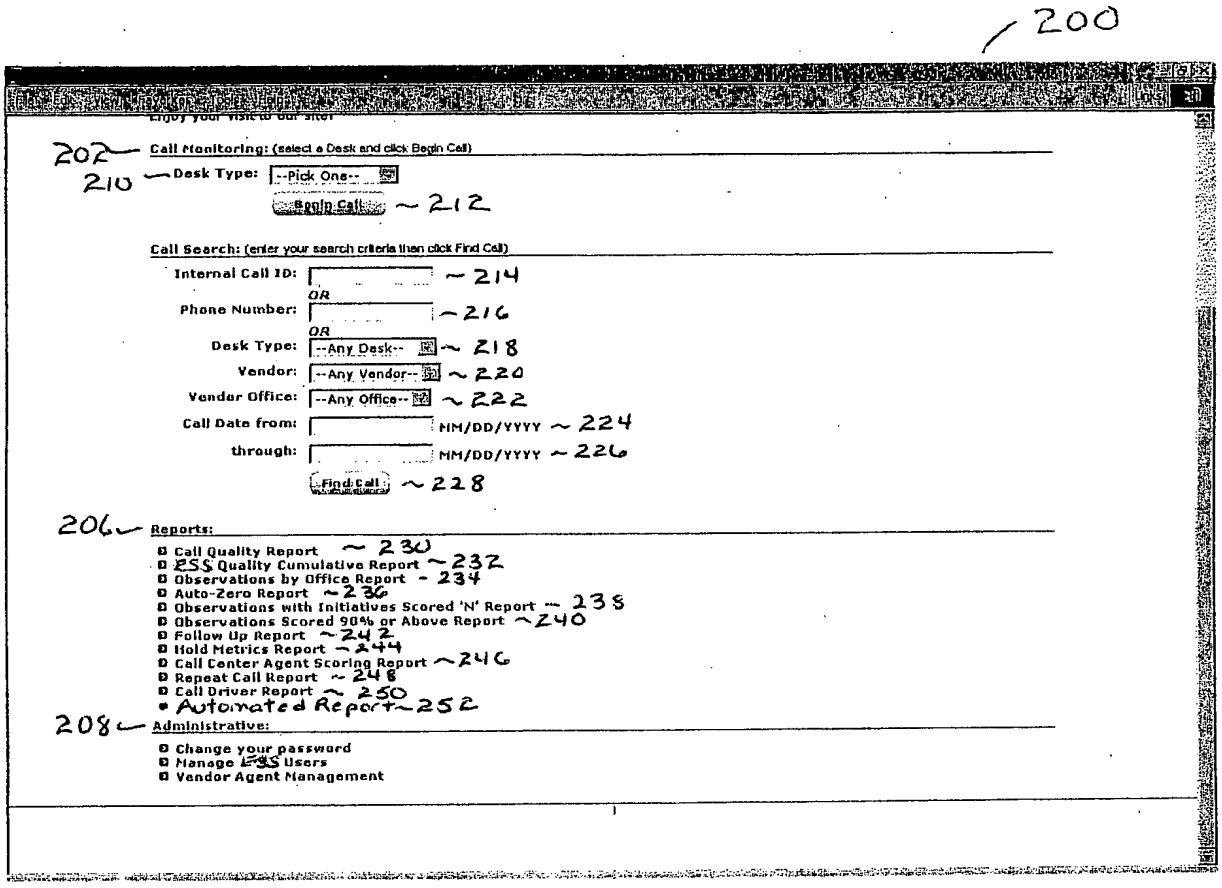
200
Enjoy your visit to our site!
202
Call Monitoring: (select a Desk and click Begin Call)
210
Desk Type: --Pick One--
Begin Call
212
Call Search: (enter your search criteria then click Find Call)
Internal Call ID:
214
OR
Phone Number:
216
OR
Desk Type: --Any Desk--
218
Vendor: --Any Vendor--
220
Vendor Office: --Any Office--
222
Call Date from:
MM/DD/YYYY
224
through:
MM/DD/YYYY
226
Find Call
228
206
Reports:
Call Quality Report 230
BSS Quality Cumulative Report 232
Observations by Office Report 234
Auto-Zero Report 236
Observations with Initiatives Scored 'N' Report 238
Observations Scored 90% or Above Report 240
Follow Up Report 242
Hold Metrics Report 244
Call Center Agent Scoring Report 246
Repeat Call Report 248
Call Driver Report 250
Automated Report 252
208
Administrative:
Change your password
Manage BSS Users
Vendor Agent Management

FIG. 2

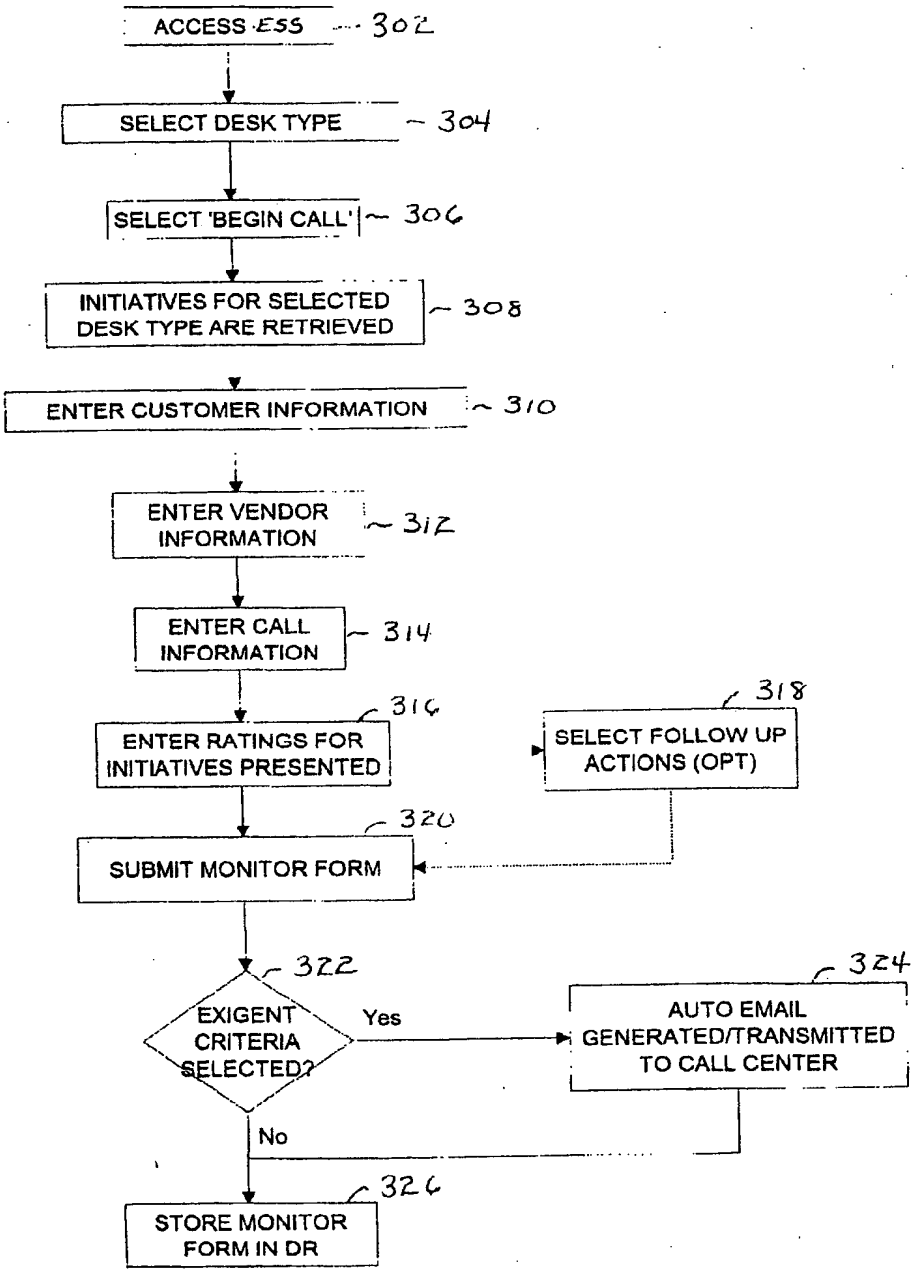
ACCESS ESS
302
SELECT DESK TYPE
304
SELECT 'BEGIN CALL'
306
INITIATIVES FOR SELECTED DESK TYPE ARE RETRIEVED
308
ENTER CUSTOMER INFORMATION
310
ENTER VENDOR INFORMATION
312
ENTER CALL INFORMATION
314
ENTER RATINGS FOR INITIATIVES PRESENTED
316
SELECT FOLLOW UP ACTIONS (OPT)
318
SUBMIT MONITOR FORM
320
EXIGENT CRITERIA SELECTED?
322
Yes
AUTO EMAIL GENERATED/TRANSMITTED TO CALL CENTER
324
No
STORE MONITOR FORM IN DR
326

FIG. 3

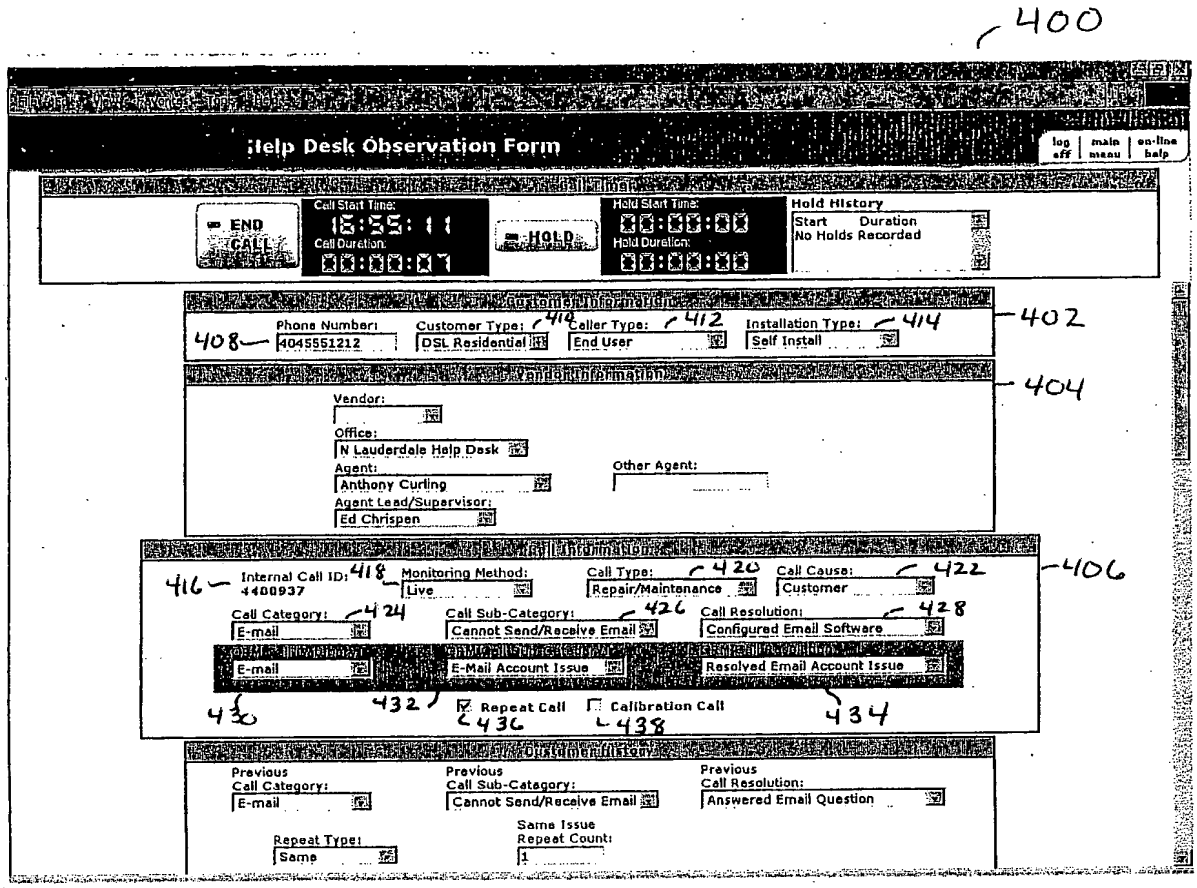
400
Help Desk Observation Form
log off
main menu
on-line help
END CALL
Call Start Time:
16:55:11
Call Duration:
00:00:07
HOLD
Hold Start Time:
00:00:00
Hold Duration:
00:00:00
Hold History
Start Duration
No Holds Recorded
Phone Number:
4045551212
Customer Type:
DSL Residential
Caller Type:
End User
Installation Type:
Self Install
402
404
Vendor:
Office:
N Lauderdale Help Desk
Agent:
Anthony Curling
Other Agent:
Agent Lead/Supervisor:
Ed Chrispen
406
Internal Call ID:
4400937
Monitoring Method:
Live
Call Type:
Repair/Maintenance
Call Cause:
Customer
Call Category:
E-mail
Call Sub-Category:
Cannot Send/Receive Email
Call Resolution:
Configured Email Software
E-mail
E-Mail Account Issue
Resolved Email Account Issue
Repeat Call
Calibration Call
Previous Call Category:
E-mail
Previous Call Sub-Category:
Cannot Send/Receive Email
Previous Call Resolution:
Answered Email Question
Repeat Type:
Same
Same Issue Repeat Count:
1

FIG. 4A

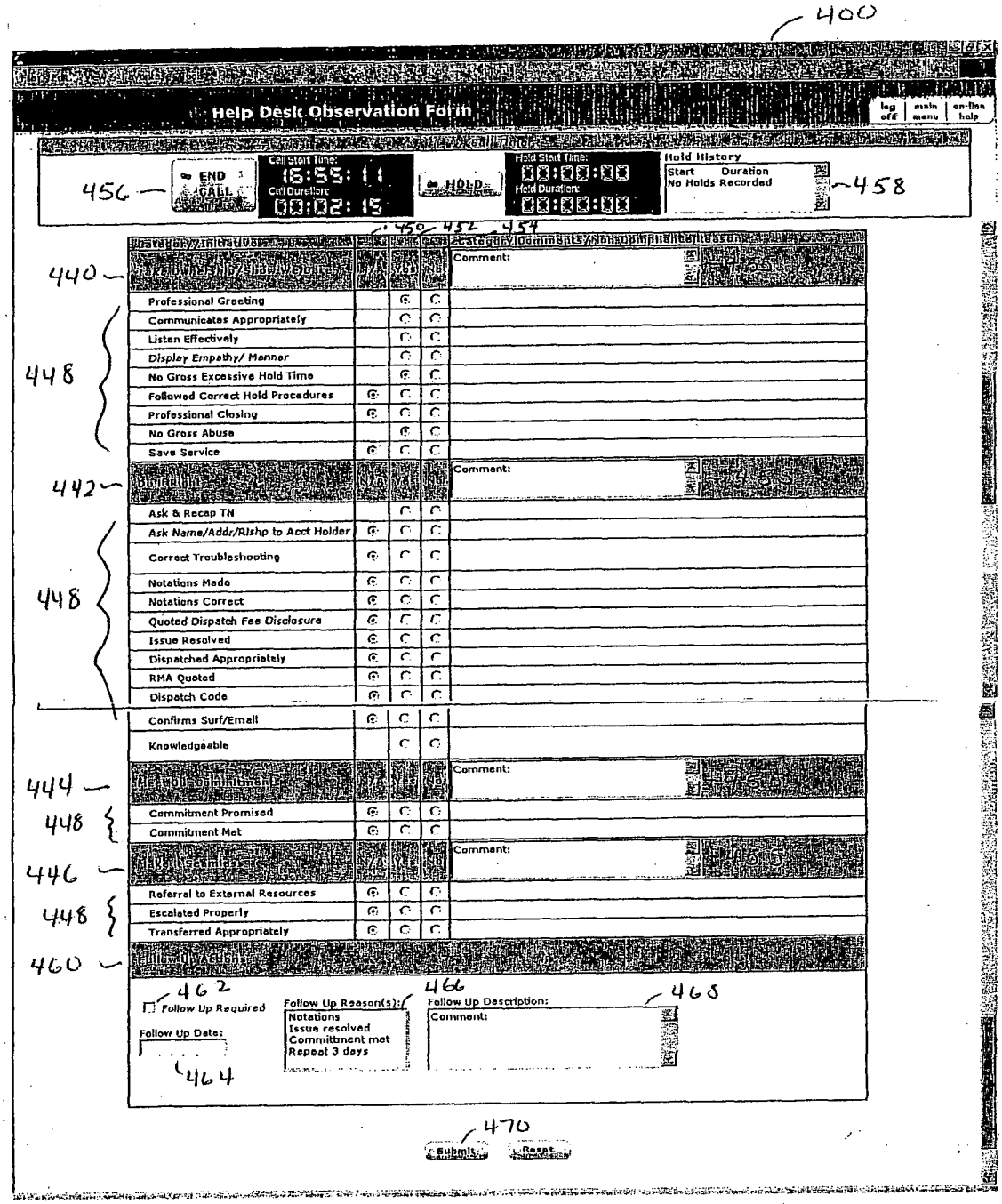
400
Help Desk Observation Form
log off
main menu
on-line help
456
END CALL
Call Start Time:
16:55:11
Call Duration:
00:02:15
HOLD
Hold Start Time:
00:00:00
Hold Duration:
00:00:00
Hold History
Start Duration
No Holds Recorded
458
450
452
454
Category/Item/Question
N/A
Yes
No
Category/Comments/Non-compliance Explanation
440
Professional Skills
Comment:
Professional Greeting
Communicates Appropriately
Listen Effectively
Display Empathy/ Manner
No Gross Excessive Hold Time
Followed Correct Hold Procedures
Professional Closing
No Gross Abuse
Save Service
448
442
Troubleshooting
Comment:
Ask & Recap TN
Ask Name/Addr/Rlshp to Acct Holder
Correct Troubleshooting
Notations Made
Notations Correct
Quoted Dispatch Fee Disclosure
Issue Resolved
Dispatched Appropriately
RMA Quoted
Dispatch Code
Confirms Surf/Email
Knowledgeable
444
Next Step Fulfillment
Comment:
Commitment Promised
Commitment Met
446
Help Desk Skills
Comment:
Referral to External Resources
Escalated Properly
Transferred Appropriately
460
462
Follow Up Required
Follow Up Date:
464
Follow Up Reason(s):
466
Notations
Issue resolved
Committment met
Repeat 3 days
Follow Up Description:
468
Comment:
470
Submit
Reset

FIG. 4B